

Ombudsman Case Tracking System (OCTS 2.0) Application Operations Transition Plan

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Reference

This OCTS 2.0 Application Operations Transition Plan is Deliverable #53.1.2 as outlined in Task Order #53 – Ombudsman Case Tracking System (OCTS) 2.0 Operations and Support.

Service Delivery Solution

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1.0 Introduction

Purpose

The Purpose of this document is to define a Service Delivery Solution for on going maintenance of the Ombudsman Case Tracking System (OCTS) 2.0 application at the Office of the Ombudsman in the U.S. Department of Education. The Service Delivery Solution specifies the application management services that will be provided within the scope of Task Order 53. It also establishes the framework for the design and implementation of governance rules, processes, operating procedures and infrastructure to provide these services. This document is intended to be a living document and will be updated to reflect changing Ombudsman needs, new OCTS releases with added functionality and operational experience over the life of the application.

Project Background

The Office of the Ombudsman was mandated by Congress to seek resolutions for student borrowers who feel they have not received equitable treatment by the Department of Education, lenders, loan servicers, and guaranty agencies. The goal of the Ombudsman project is to implement a new Ombudsman Case Tracking System (OCTS) that will allow the Ombudsman's office to provide world-class customer service. The client chose Siebel as its customer relationship management software platform. The Ombudsman team was responsible for the design and customization of the new system as well as the training of the Ombudsman specialists on how to use it.

Guiding Principle

The proposed solution must meet OCTS 2.0 application needs and must be scalable to allow for the addition of future capabilities.

2.0 Scope

The scope of services included in OCTS 2.0 Application Management encompasses user and application support (see section 4.0 Service Baseline for details). Major enhancements and new development projects are excluded from the scope. System operations of the production environment at the Virtual Data Center are also excluded since this work is currently being performed by Computer Sciences Corporation (CSC) under a separate contract with SFA.

3.0 Service Model

The Service Model for OCTS 2.0 Application Management includes:

- ☐ Process Framework
- ☐ Governance
- ☐ Organization
- ☐ Location

Process Framework

As shown in Figure 1, the team leads of the OCTS 2.0 application users will contact the Help Desk Administrator for all OCTS related service requests. The Tier I help desk will log and track all requests in a request tracking tool. Straightforward requests will be resolved by the Tier I help desk; more complex requests will be prioritized and forwarded to the Tier II help desk.

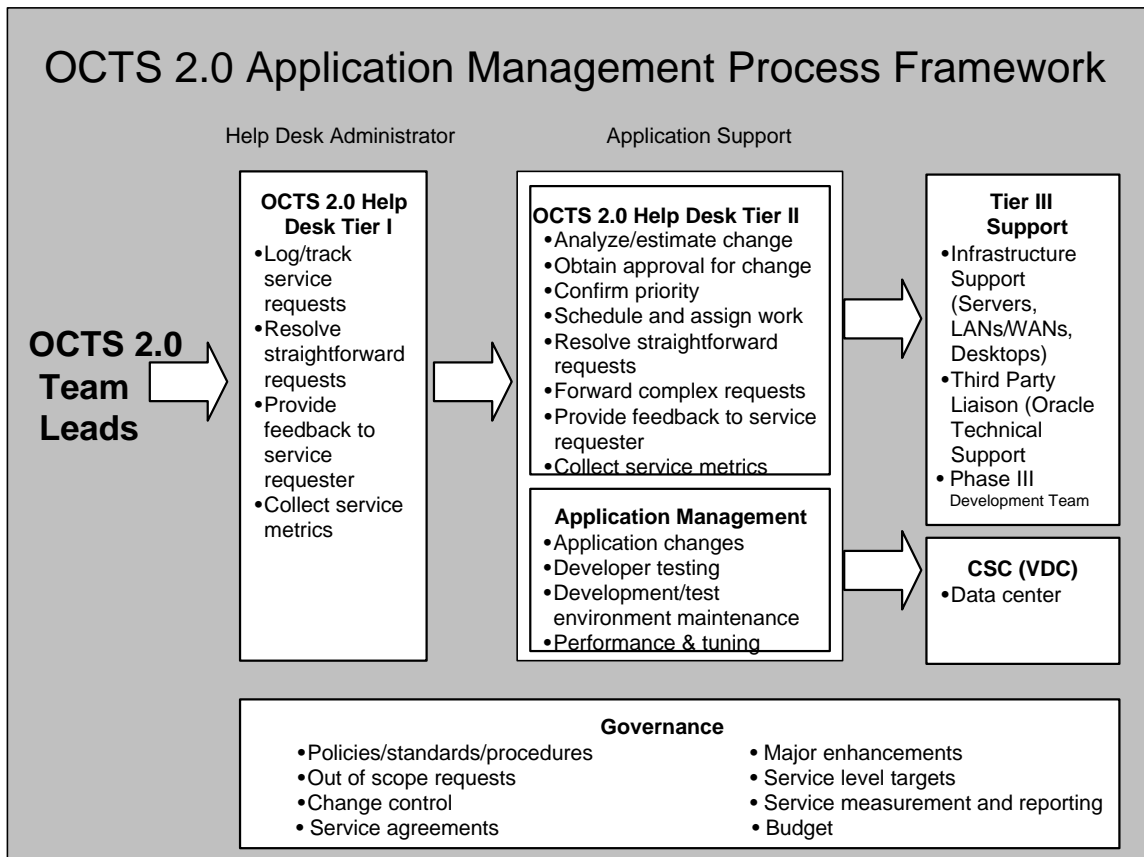


Figure 1 - OCTS 2.0 Application Management Process Framework

The Tier II help desk will work with Application support to analyze each incoming request. Those that do not involve a change to the application will be resolved in order of priority. Those that do involve a change to the application will be approved and prioritized with client review on a weekly basis (See Governance below for approval rules). Approved requests will be scheduled for implementation and assigned to a team member. If necessary, third party (e.g. Oracle, CSC/VDC, etc.) support will be obtained to help resolve the request. The Tier II help desk will inform the Tier I help desk when the request is resolved. The Tier I help desk will provide feedback to the service requester, close the service request and collect service metrics.

Application Support will maintain the status of all service requests and will provide feedback to the requester as needed. They will also report status and metrics to the Customer Service Representative and will analyze trends as well as take corrective action to improve service responsiveness. On a periodic basis (e.g. weekly) all Tier I and Tier II requests will be reviewed by the Application Management Customer Service Representative to identify recurring issues and address broader scale corrective actions.

Governance

The Customer Service Representative or designee will provide oversight of the OCTS Application Management Team. All requests involving a change to the OCTS 2.0 application (e.g. bug fixes or minor enhancements) will be reviewed at a daily status meeting with the Customer Service Representative or designee and an Ombudsman representative. At this meeting, new requests will be approved, rejected or deferred. Requests may be deferred if, in the judgment of the Customer Service Representative, Ombudsman senior management approval is required. The Customer Service Representative will be responsible for securing this approval.

The following governance function will be handled by the Customer Service Representative or designee until a formal governance structure and change control process are established by the Office of the Ombudsman:

- ❑ Establishing policies, standards and procedures
- ❑ Approving out of scope requests
- ❑ Managing major enhancements
- ❑ Monitoring service metrics and reports
- ❑ Monitoring/approving budgets

Organization

The OCTS Application Management Team will contain the following functions to support the OCTS 2.0 application:

- ❑ Customer Service Representative
- ❑ Database Administrator
- ❑ Application Support
- ❑ Help Desk Administrator

Location

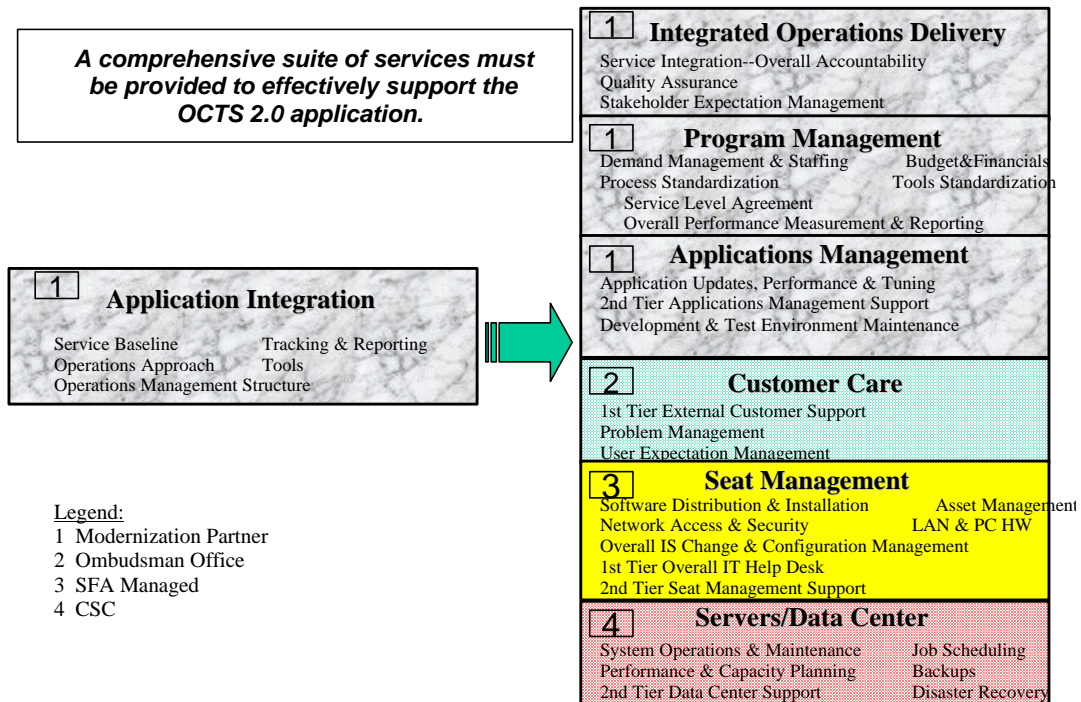
The OCTS Application Management Team will initially be located in the Aerospace Building (901 D Street). Subject to Office of the Ombudsman approval, some or all members of the OCTS Application Management Team may be moved to Accenture's Government Solution Center in Reston, VA at a later time. Relocation to Reston could offer two significant benefits to the Office of the Ombudsman:

- ❑ Leverage solution center resources and expertise and
- ❑ Minimize need for office space in downtown Washington D.C.

4.0 Service Baseline

The following table defines the type of services that the OCTS Application Management Team will provide to support the OCTS 2.0 application and its' users:

Figure 2: IT Operations Environment Components



Service Levels

Hours of Service:

The OCTS Application Management hours of operations are initially from 8am to 5pm EST, except on weekends and federal holidays. These hours may be changed at a later date to address changing business needs. Changing the hours of operation is subject to SFA and Modernization Partner approval.

Target Response Times:

Each incoming request will be assigned a priority based on an agreed set of criteria. The following is a general description of the priority levels that will be used.

- ❑ High - requests are deemed business-critical to one or more of the channels
- ❑ Medium - requests that are essential but not business-critical
- ❑ Low - all other requests

5.0 Assumptions

Please refer to Task Order #53 – Ombudsman Case Tracking System (OCTS 2.0) Operations and Support for a list of assumptions.

Roles and Responsibilities

In order to support the Ombudsman Case Tracking System (OCTS 2.0) for the Office of the Ombudsman, a support team has been established. The support team consists of the following individuals and their corresponding roles and responsibilities are described below:

Customer Service Representative

- Roles and Responsibilities:
 - Project management
 - Communication with Office of Ombudsman
 - Monthly Reports on OCTS 2.0 Application Operations, which includes:
 - OCTS 2.0 Overall Project Status
 - OCTS 2.0 Problem Report Progress
 - OCTS 2.0 Maintenance Issues
- Level of Support:
 - 32-40 hours per month

Database Administrator

- Roles and Responsibilities:
 - Partner with the VDC DBA to maintain backups
 - Troubleshoot problems with Oracle database
 - Facilitate data loads
- Level of Support:
 - 20 hours per month

Application Support

- Roles and Responsibilities:
 - Deep Siebel skills
 - Address end user questions
 - Make approved changes to the application (approved changes to be prioritized and approved with client review on weekly basis)
- Level of Support:
 - 64-90 hours per month

Help Desk Administrator

- Roles and Responsibilities:
 - Answer phone calls from end users
 - Forward application trouble tickets to appropriate team contacts
- Level of Support:
 - 10 hours per month

OCTS 2.0 Transition Team

- Roles and Responsibilities:
 - Knowledge transfer and training on the following topics as outlined in the Task Order:
 - Ombudsman and OCTS 2.0 Overview
 - System Administration
 - Technical Architecture
 - Data Relationships (Accounts, Contacts, Cases, Activities)
 - Completion of the 53.1.3 OCTS 2.0 Application Operations Transition Plan deliverable
- Level of Support:
 - Full-time transition from 12/01/2000 to 01/31/2001 for:
 - Caroline Quintarelli (Siebel)
 - Olivia G. Trussell
 - Derek A. Douglas
 - Full-time transition from 12/01/2000 to 01/15/2001 for:
 - Amy B. Woodson
 - David M. Fein

Process Architecture

The processes within this architecture are to be used on a daily basis by all Applications Management group members. Many of the processes interface with groups outside Applications Management. These groups are identified in the architecture as:

Users

The people within the Office of the Ombudsman who use services delivered by the Applications Management group.

- ❑ End Users -- Ombudsman Specialists and Intake Specialists who access OCTS 2.0
- ❑ Content Contributors -- Ombudsman employees who provide content that will be implemented within OCTS 2.0
- ❑ Content Managers -- designated representatives from each of Ombudsman and Enterprise Partners who are authorized to approve content before it is placed in OCTS 2.0

Customers

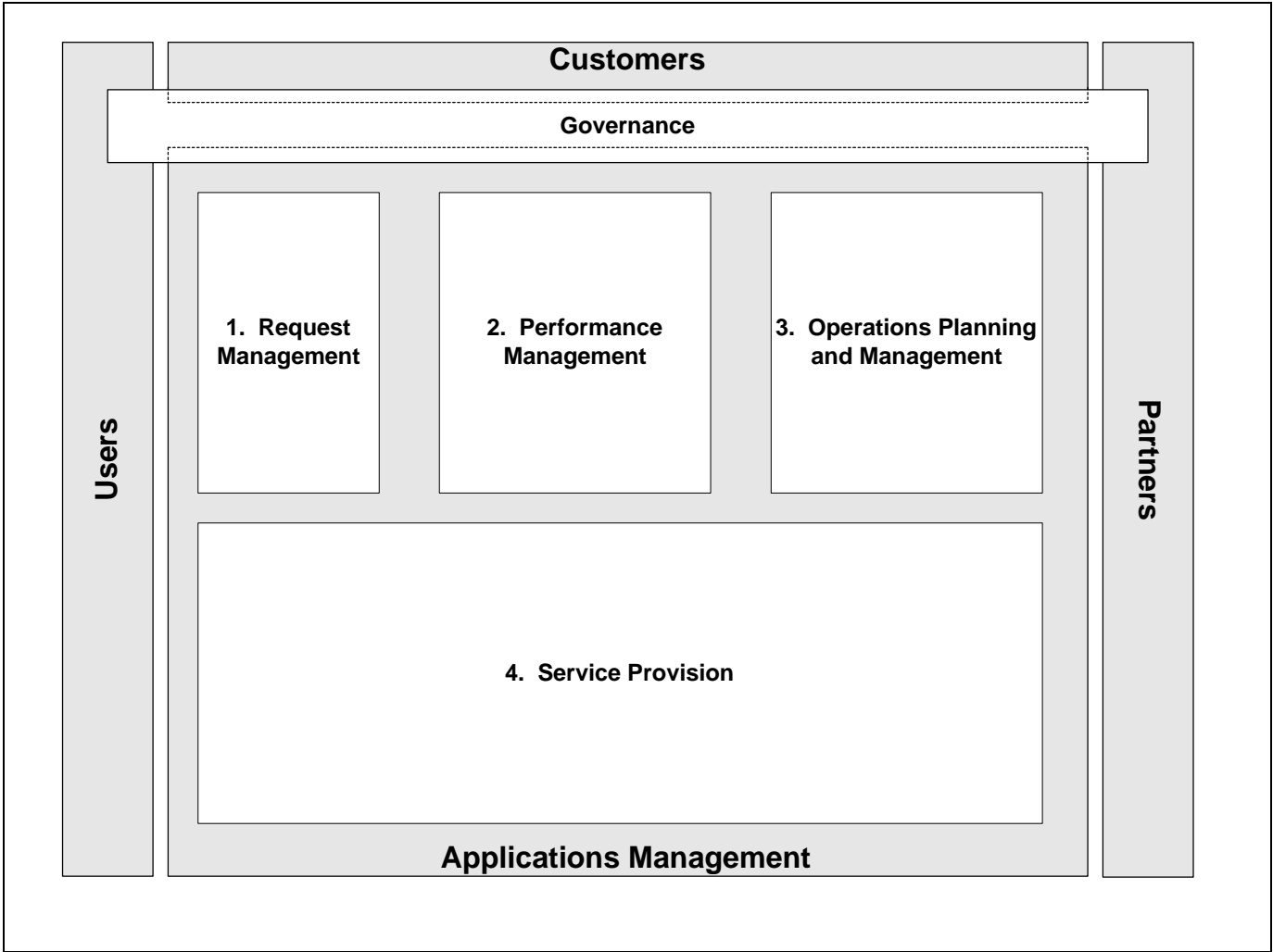
The individuals within Ombudsman who purchase the services on behalf of the users and represent the user community in monitoring service performance and performing service planning activities.

- ❑ The Office of the Ombudsman – Debra Wiley and Joyce DeMoss

Partners

Groups external to Ombudsman and Accenture whose co-operation is needed to provide services to SFA (VDC).

Process Workflow Diagram



Process Workflow Description

1. Request Management

This process category contains the majority of the user-facing processes that are used to resolve a request.

2. Performance Management

This process category considers the requirements necessary to manage the relationship with SFA. Within it are the activities related to preparing and evaluating the level of service provided to SFA, the process for maintaining relationships and the activities for maintaining formal agreements.

3. Operations Planning and Management

This process category encompasses the management and planning activities related to internal and external communications, financial activities, and account planning required to run the group's operations as a business.

4. Service Provision

This process category delivers the core of the design-build services provided to the user (coding, testing, etc.). It also includes any ongoing maintenance or non-request initiated services.

Knowledge Transfer and Training

In order to transfer knowledge from the OCTS 2.0 Development Team to the OCTS 2.0 Support Team, the following knowledge transfer initiatives have been completed:

Training Sessions:

SIR Log Transfer

User Instructions:

Ref.	Name	Filename
1.	Migration Plan of SRF Changes from Developers to Users	Step-by-step instruction sheet users follow to compile a new SRF file.
2.	Installing OCTS 2.0 Thin and Dedicated Clients	Documents describe the procedures users complete to install the Thin and/or Dedicated Client versions of OCTS 2.0.
3.	Installing Siebel Tools Remote Client	Instructions for installing the Siebel Tools Remote Client.
4.	OCTS 2.0 User Reference Guide	Walkthrough document of the procedures OCTS 2.0 users will follow to complete their work.
5.	OCTS 2.0 Instructor Guide	Companion document for OCTS 2.0 User Reference Guide that provides additional notes and tips to instructors.
6.	Adding New Users/Deleting Existing Users	Instructions on how to add/remove users from the database.
7.	OCTS 2.0 Job-Aid	Quick reference guide for system functions and definitions.
8.	OCTS 2.0 User Troubleshooting	Troubleshooting guide for common user problems.

Enhancements/Problems Log

The Enhancements/Problems Log captures all requests for enhancements to/problems with the OCTS 2.0 application as conveyed by the Ombudsman. The Log is captured in a Microsoft Access Database named the Ombudsman Request Tracking Database and is maintained by the OCTS 2.0 Support Team.

The Ombudsman Request Tracking Database is located on the following path on the Accenture LAN:

X:(Group on Dccfs1030_fs1/Vol2):/OMBUDSMAN/Ombudsman Support/
Ombudsman Support Tracking Tool/Ombudsman Request Tracking Database.mdb

Key Reference Documentation:

Ref.	Name	Description
1.	Assignment Manager	Summary of Assignment Manager and Assignment Rules.
2.	Assignment Manager Flow	The Assignment Manager logical flow diagram.
3.	Siebel Server Support & Maintenance Plan	Provides the hardware, software, and connectivity requirements for the Case Tracking System.
4.	Summary of OCTS 2.0 E-Mail and Workflow Enhancements	Describes enhancements to the Email and Workflow configured to the Case Tracking System.
5.	11.2.9 Training Report	Outlines the training and support program that was delivered to all OCTS 2.0 users before, during, and after implementation of the system.
6.	E-mail Functionality	Describes the functionality of the email enhancement.
7.	System Administration for Workflow Manager, Assignment Manager, and E-mail Agent	Provides information for the Assignment Manager, Workflow Manager, and Email components of the OCTS 2.0 system.

Service Reporting

Service Metrics to be included in reports

Delivery Metric
Application Availability
Response Times
Resolution Times
Resolution Quality
Help Desk Request Vol. (No. of Requests)
Requests Approved
Requests Rejected
High Priority Requests
Medium Priority Requests
Low Priority Requests

Definition of Service Metrics

- **Application Availability**

This metric measures the percentage of time the application was accessible.

- **Response Times**

Elapsed time from initial logging of request by Tier 1 Help Desk to acknowledgement of request by the Application Management Team. For High Priority requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.

- **Resolution Times**

Elapsed time from acknowledgement of request by the Application Management Team to notification of Tier 1 Help Desk that the request has been resolved. Measured as the schedule time agreed to between SFA and the Application Management Group for each request

- **Resolution Quality**

This metric measures the number of requests (under 80 hours) implemented correctly the first time.

- **Help Desk Request Vol. (No. of Requests)**

Reporting on the number of requests made to the Tier II Help Desk. This is not a metric but used for informational purposes only.

- **Requests Approved**

Number of requests approved by the client.

- **Requests Rejected**

Number of requests rejected by the client.

- **High Priority Requests**

Number of requests with a high priority status.

- **Medium Priority Requests**

Number of requests with a medium priority status.

- **Low Priority Requests**

Number of requests with a low priority status.